



PATENT

Attorney Docket No.: 20496/2-RCE-2

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT(S): Mangipudi et al. EXAMINER: Thu Ha T Nguyen
SERIAL NO.: 09/451,592 ART UNIT: 2155
FILED: November 30, 1999 CONFIRMATION NO.: 9253
FOR: METHOD AND APPARATUS FOR IMPLEMENTING A SERVICE
LEVEL AGREEMENT

CERTIFICATE OF MAILING

I hereby certify that this paper (along with any paper referred to as being attached or enclosed) is being deposited with the United States Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to: Mail Stop Issue Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on:

By: Tracey Simmons
Tracey Simmons

April 5, 2006
Date

Mail Stop Issue Fee
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

SUBMISSION OF FORMAL DRAWINGS

Sir:

Applicants enclose herewith eight (8) sheets of formal drawings (FIGS. 1-5G). Please substitute these formal drawings for the ones currently on file. The drawings have been corrected to be in compliance with 37 C.F.R. § 1.84.

Please note the formal drawings being submitted under this cover are a courtesy copy of the formal drawings previously filed on November 23, 2003, due to the fact that acknowledgement of the November 23, 2003 drawings was never made.

No fees are believed due, however, please charge any necessary charges or credits to Deposit Account No. 50-0369.

Respectfully submitted,

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Dated: April 5, 2006